

Replacement
Sheet

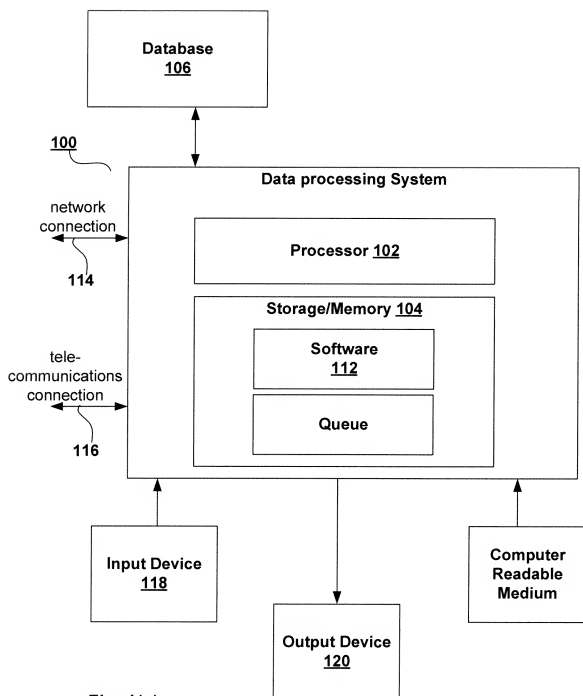


Fig. 1(a)

Replacement Sheet

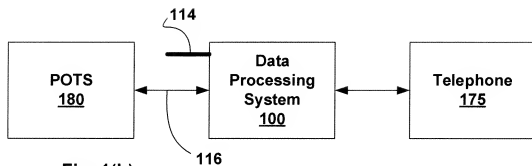


Fig. 1(b)

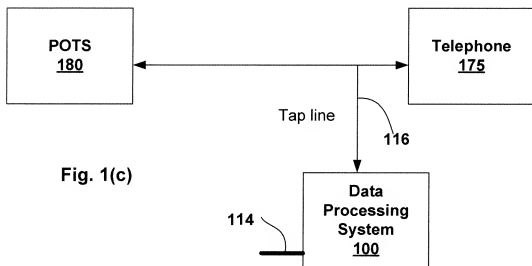


Fig. 1(c)

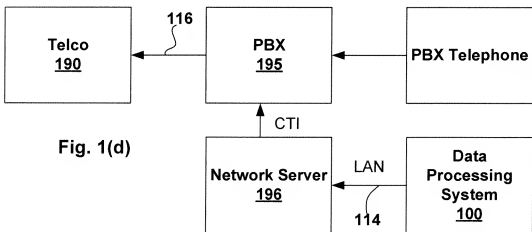


Fig. 1(d)

Replacement
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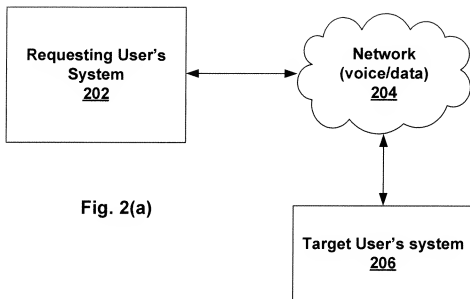


Fig. 2(a)

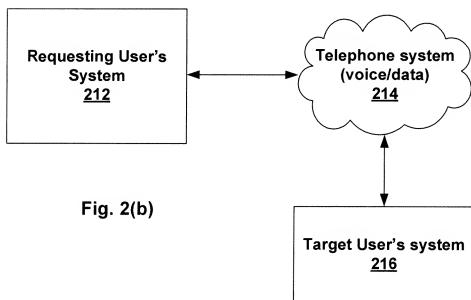


Fig. 2(b)

Replacement
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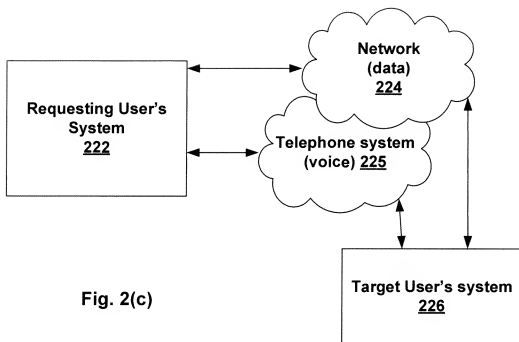


Fig. 2(c)

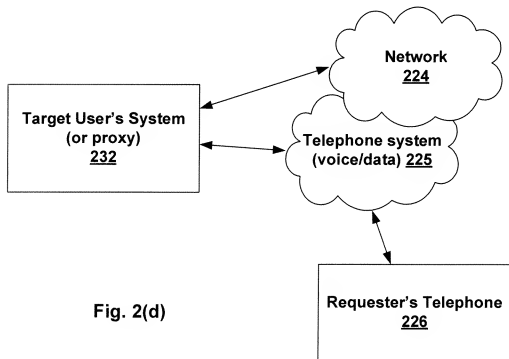


Fig. 2(d)

Replacement
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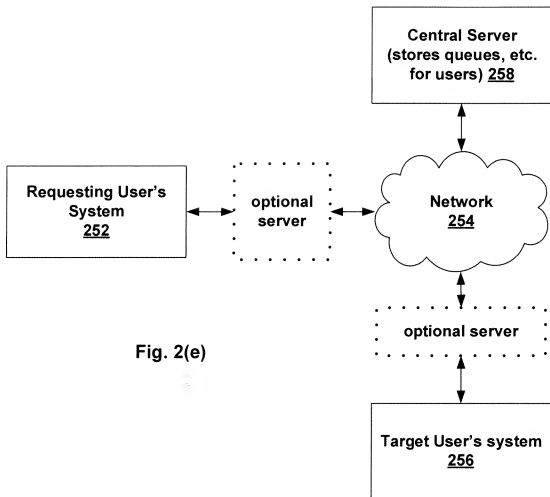


Fig. 2(e)

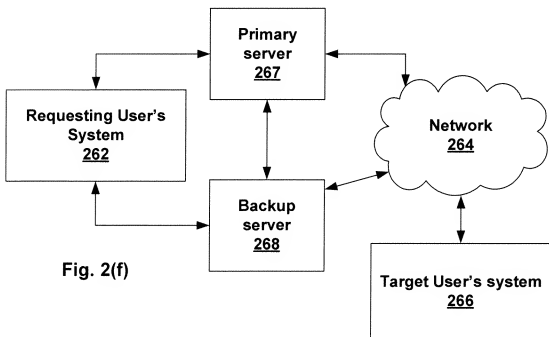


Fig. 2(f)

**Replacement
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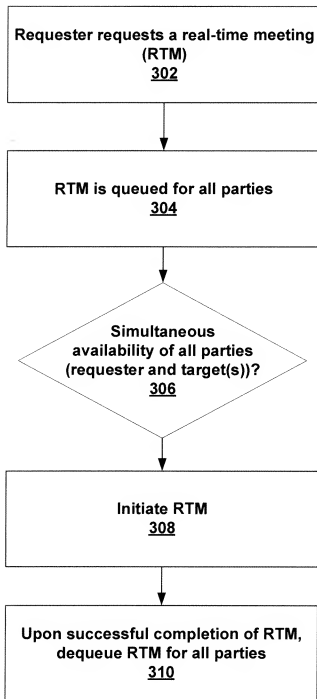


Fig. 3

Replacement
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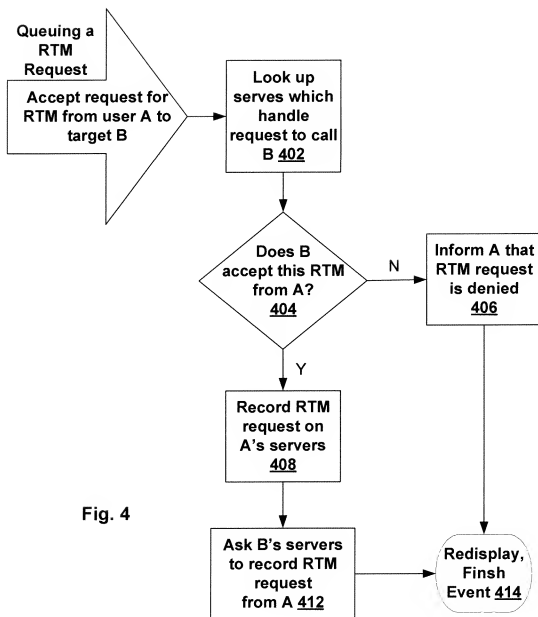
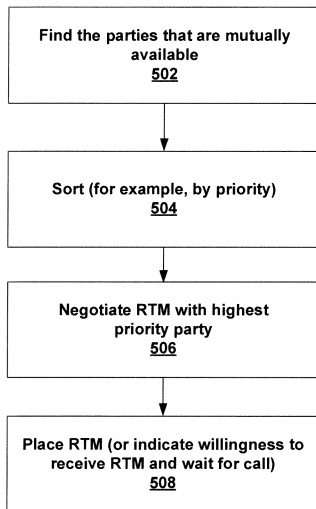


Fig. 4

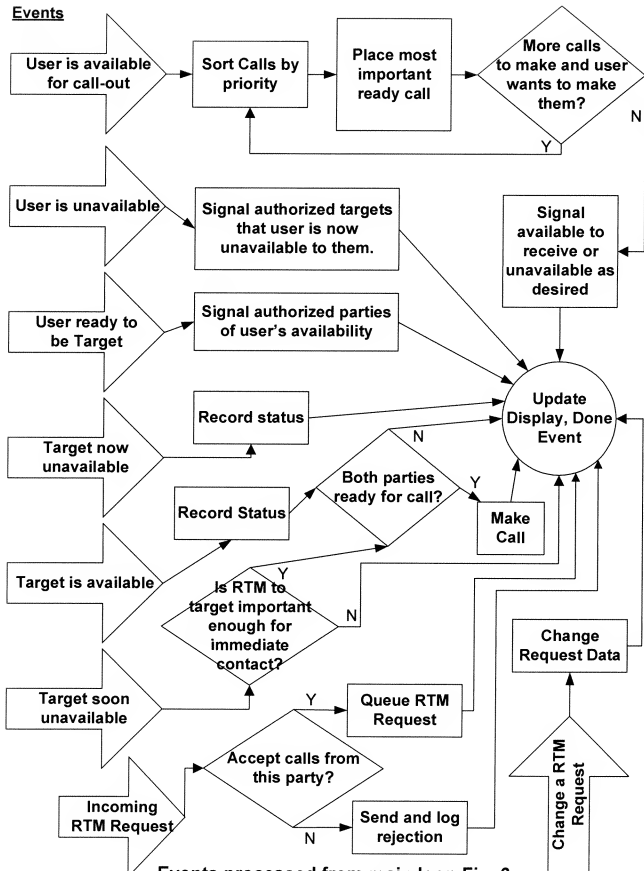
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Check Queued RTM Requests
Fig. 5

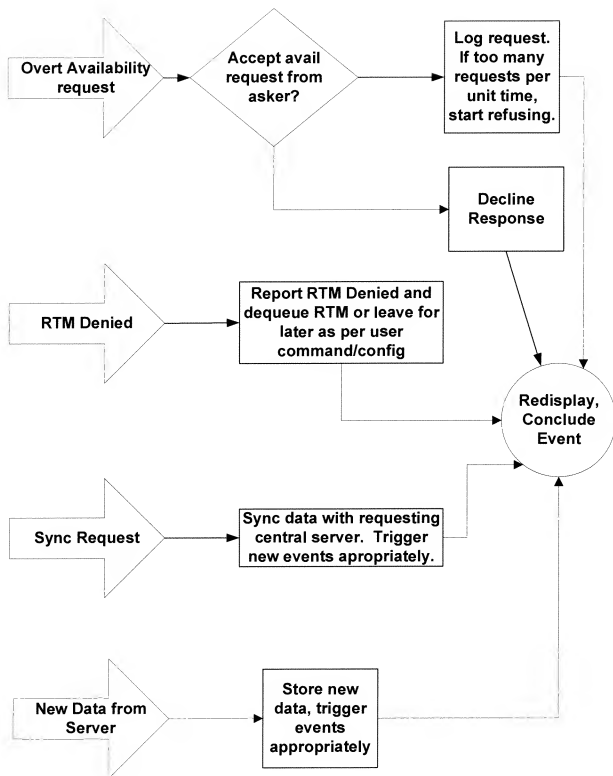
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Events



Events processed from main loop Fig. 6

Replacement Sheet



Events Processed from Main Loop
Fig. 7

Replacement
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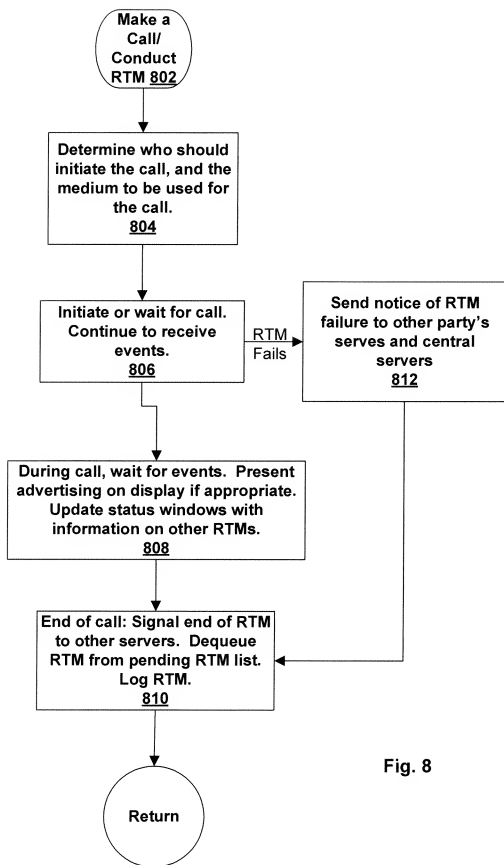


Fig. 8

**Replacement
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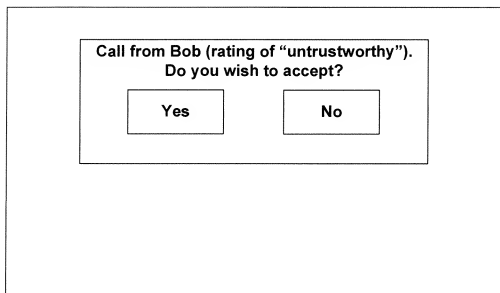
A rectangular frame containing a smaller rectangular box. Inside this box, the text "Call from Bob. Do you wish to accept?" is displayed at the top. Below the text are two separate rectangular buttons, one labeled "Yes" on the left and one labeled "No" on the right.

**Target User's System
Fig. 9(a)**

A rectangular frame containing a smaller rectangular box. Inside this box, the text "High priority call from your spouse. Do you wish to accept?" is displayed at the top. Below the text are two separate rectangular buttons, one labeled "Yes" on the left and one labeled "No" on the right.

**Target User's System
Fig. 9(b)**

**Replacement
Sheet**

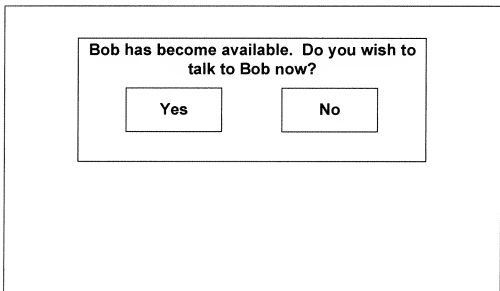


A rectangular dialog box with a thin black border. Inside, there is a smaller rectangular area with a thin black border containing the text and buttons. The text is centered and reads: "Call from Bob (rating of 'untrustworthy')." followed by "Do you wish to accept?". Below the text are two rectangular buttons, one labeled "Yes" on the left and one labeled "No" on the right.

**Call from Bob (rating of "untrustworthy").
Do you wish to accept?**

Yes **No**

**Target User's System
Fig. 9(c)**



A rectangular dialog box with a thin black border. Inside, there is a smaller rectangular area with a thin black border containing the text and buttons. The text is centered and reads: "Bob has become available. Do you wish to talk to Bob now?". Below the text are two rectangular buttons, one labeled "Yes" on the left and one labeled "No" on the right.

**Bob has become available. Do you wish to
talk to Bob now?**

Yes **No**

**Calling User's System
Fig. 9(d)**

Replacement Sheet

PhoneMeet Status: At Desk, ? Hold all calls					
Status	Age	Caller	Pri	Reason	Info
In	1 hour	John Chang		Order	
Out	4 hours	Alice Jones		Budget Chat	
Unk	8 hours	Harold Jenkins		Referred by J. Birch	
Out	1 day	Bob Smith	U	Hiring Crisis	
In	2 days	Snidley Whip	!	Hot stock tip	Telemarketer (93%)
Blue: You called Them Black: They called you					

Fig. 9(e)

Welcome back. 5 calls are pending, 2 by you, 2 available, 2 out, 1 unknown. Do you wish to:	
	<input checked="" type="checkbox"/> Become available, taking the top pending call [XXX call description XXX] <input type="checkbox"/> Remain unavailable <input type="checkbox"/> Remain unavailable but examine call list to make call-by-call decisions

Fig. 9(f)

Replacement Sheet


Running Advertisement			Picture of Caller
Caller/You Called:	John Chang	<input type="checkbox"/> End Call (& take next call)	
Duration	12:04 minutes	<input type="checkbox"/> Change Class (select bar)	
Local Time	4:32pm EST	<input type="checkbox"/> End call & hold calls	
Remote	1:32pm PST	<input type="checkbox"/> Rate the caller (select bar)	
Last Call	Jan 15, 1999	<input type="checkbox"/> Change call type	
Total Calls	12	<input type="checkbox"/> Configure special parameters	
First Call	May 19, 1998	<input type="checkbox"/> General customization	
Reason	Chat about Fred	Phone controls (if CTI), ie, transfer call, etc.	
Other information from local databases on the caller. ie, "John Chang is V.P., Marketing for consumer division," etc.		Box for entry of notes on caller	
		Box for billing information	Click to go to caller's web page
Here would be the status window (specified in Fig. 9(f) for pending calls			

Fig. 9(g)

**Replacement
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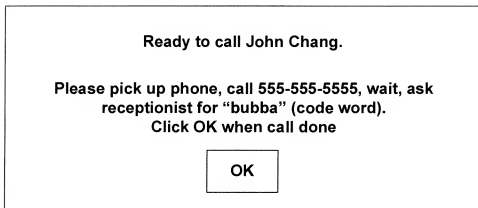


Fig. 9(h)

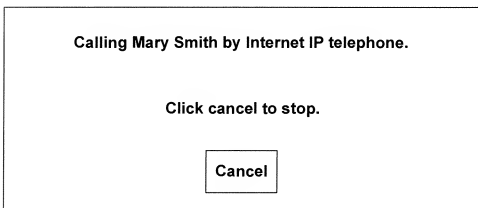


Fig. 9(i)